Bangalore Electricity Supply Company Limited

(Wholly Owned Govt. Of Karnataka Undertaking)

REQUEST FOR PROPOSAL (RFP)

BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED, Corporate Office, K.R. Circle, Bangalore-560001, Karnataka

Invites Electronic Bids from eligible Bidders for the Work mentioned below,

under Competitive Bidding against tender enquiry no.**Tender Enquiry No: BESCOM/2026-27/SE0469**

For

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PASSIVE COMPONENTS AT BESCOM DATA CENTRE, HSR LAYOUT, BANGALORE FOR 2 (TWO) YEARS

Issued by:
The General Manager (ICT & MIS),
BESCOM, Belaku Bhavan, Corporate office
K.R Circle, Bangalore-560001.

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Disclaimer

This Request for Proposal (RFP) is for Selection of bidder for Comprehensive AMC support (2 years) for BESCOM Data Centre passive infrastructure (NON-IT) the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither BESCOM, nor any officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of BESCOM. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. BESCOM shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, projections, targets and forecasts with respect to the Project. Such statements, projections, targets and forecasts reflect various assumptions made by the management, officers, employees, consultants, and experts of BESCOM, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

BESCOM shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of BESCOM in selecting the Agency who qualifies through this RFP shall be final and BESCOM reserves the right to reject any or all the bids without assigning any reason thereof. BESCOM may terminate the RFP process at any time without assigning any reason and upon such termination BESCOM shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the BESCOM or any other costs incurred in connection with or relating to its

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Proposal (Bid). All such costs and expenses will remain with the Bidder and the BESCOM shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Proposal (Bid) regardless of the conduct or outcome of the selection process.

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Letter of Invitation to Bidders

Tender Reference no.	Tender enquiry No: BESCOM/2026-27/SE0469
Name of the Organization	Bangalore Electricity Supply Company Ltd. (BESCOM)
Title of Services	**Comprehensive Annual Maintenance Contract of Passive Components at BESCOM Data centre, HSR Layout, Bangalore For Two years.**

Dear Sir/Madam,

BESCOM (hereinafter called "Purchaser") is floating RFP for Comprehensive Annual Maintenance Contract of Passive Components at BESCOM Data centre, HSR Layout, Bangalore For Two years.

More details on the services are provided in the Terms of Reference in this RFP document.

1) The RFP includes the following documents:
   - **Section I - Invitation for Bids**
   - **Section II - Instruction to Bidders**
   - **Section III - General Conditions of Contract**
   - **Section IV - Special Conditions of Contract**
   - **Section V - Scope of Work**
   - **Section VI - Forms**

2) You are invited to submit your proposal as per the attached RFP document.

Sd/-
General Manager(ICT & MIS)
Corporate Office, BESCOM

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SECTION I: INVITATION FOR BIDS

1.1 About BESCOM

Bangalore Electricity Supply Company hereinafter be referred to as BESCOM is one of the Power Distribution Company of the State of Karnataka. BESCOM is responsible for power distribution in Eight districts of Karnataka (Bangalore Urban, Bangalore Rural, Chikkaballapura, Kolar, Davanagere, Tumkur, Chitradurga and Ramanagara). BESCOM covers an area of 41,092 Sq. Kms. with a population of over 207 lakhs. The company has 4 operating Zones – Bangalore Metropolitan Area Zone (North), Bangalore Metropolitan Area Zone (South), Bangalore Rural Area Zone and Chitradurga Zone, 9 Circles, 32 Divisions, 147 Sub-divisions and 534 Section Offices.

1.2 Objectives of the RFP

The objective of this Request for Proposal (RFP) is to invite bids from eligible bidders for providing Comprehensive Annual Maintenance Contract (CAMC) services for passive elements in the Tier-III Data Centre at BESCOM, HSR Layout, Bangalore. The scope includes operation, preventive maintenance, breakdown support, monitoring, repair, and replacement of passive infrastructure and non-IT systems to ensure reliable, efficient, secure, and uninterrupted 24x7 Data Centre operations in compliance with Tier-III standards for 2 years.

1.3 About Data Center

The Integrated Power Development Scheme (IPDS) is a national flagship programme of the Ministry of Power. Under the IPDS project, the Design, build, supply, Commissioning of Tier III standard data center at HSR layout. Hardware's pertaining to IPDS IT phase II project were installed in the Data Center at HSR layout. BESCOM DC comprising of 80 Rackspace which is live in operations. At present all IPDS-IT Hardware's, DTLMS application Hardware's, Enumeration of IP set applications, CESC IT-hardware's, DAS Project Hardware's and DULT (Directorate of Urban Land Transport) IT hardware's are hosted at BESCOM DC.

1.4 Scope

Detailed Scope of work has been specified in Sections V Scope of work of this tender document.

1.5 Key Events and Dates

1	Tender Inviting Authority	GM (ICT &MIS), BESCOM.
2	Date of Publication of RFP	As per KPP Portal.
3	Pre-Bid meeting	As per KPP Portal at the Office of GM (ICT & MIS), BESCOM Corporate Office, 5th Floor, K. R Circle, Bangalore-560001

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4	Last date of Receiving Queries/ Clarification	Queries if any may be sent to gmit@bescom.co.in on or before date mentioned as per KPP Portal
5	Last Date of Submission of bids	As per KPP Portal.
6	Earnest Money Deposit Payable	1% of the total amount put to tender. For details refer EMD clause.
7	Amount put to tender (Including GST)	Rs. 2,35,25,397/-
8	Date, Time of Opening of Techno-Commercial Bid	As per KPP Portal
9	Date, Time of Opening of Financial Bid	As per KPP Portal

1.6 Eligibility Criteria

Pre-qualifying requirements for selection of Bidders are mentioned hereunder.

The following documentary evidence in respect of qualifying requirements shall be uploaded by the Bidder in the form of electronic/scanned copies in the KPP portal by the participating Bidders.

1.6.1 Pre-qualification criteria

Sl.No.	Requirement Description	Documents to be uploaded by the Bidder
I. Technical Capabilities:		
1	The Bidder should be in existence of any of the following: (a) Companies incorporated in India under the Companies Act, 1956/2013 including any amendments thereto;	1. Certificate of Incorporation issued by Registrar of Companies as per Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of the company. 2. Declaration from Directors of the Company in MBP-1 form, stating that they are not disqualified to be a Director of the Company along with the list of Companies in which they are Directors as on the date of inviting tender (s).
	(b) LLP incorporated in India under the Limited Liability Partnership (LLP) Act, 2008 including any amendment thereto;	1. Certificate of incorporation issued by Registrar of Companies as per LLP Act 2008. 2. Limited Liability Partnership Agreement of LLP.

	(c) Partnership firm under Partnership Act, 1932 in India;	1. Partnership Deed, GST Registration Certificate. 2. Shops and Establishment Registration Certificate, as applicable.
	(d) Sole Proprietorship Concern	1. PAN/ Registration Certificate
2	The Bidder must have valid ISO 9001 and ISO/IEC 27001 (or latest versions) certifications issued by an accredited certification body.	Valid Certificate
3	The Bidder should have executed similar works involving CAMC for a Data Center with a minimum of • 8 no's of Precision Air Handling unit (PAHU). • 2 no's of Chillers. • 2 no's of DG set. • 5 no's of UPS and other equipment's to any Government Department (State or Central) or PSUs or any private company in any one year during the previous three financial years (2023-24, 2024-25 and 2025-26).	Purchase order copies or Contract order copies and satisfactory work completion certificate duly indicating the quantity of the equipment maintained, issued by an officer not below the rank of Executive Engineer or equivalent officer of the concerned Government/Public/Private Sector Organization shall be uploaded. In case of private sector, details of Purchase Order and work completion certificate shall be confirmed by authorized signatory of the organization and mode of communication for the same shall be notified.
II. Financial Criteria:		
4	The Average Annual Financial Turnover of the bidder should not be less than the amount put to tender, (Rs.2,35,25,397) during the last 3 financial years i.e., 2022-23, 2023-24, and 2024-25.	Certified copies of audited Annual Financial Statements such as P&L statements, Balance Sheets and UDI number of the bidder for the respective Financial years duly sealed and signed by CA shall be uploaded.

5	The Liquid Assets as on the date of issue of Notification for Inviting Tender (NIT) or later date before submission of the bid consisting of Cash at Bank + Term Deposits + availability of fund based credit facility in any Nationalized/ scheduled Commercial Bank shall not be less than **25%(58.82 lakhs)** of the amount put to tender.	The cash at Bank, Term Deposits and the availability of fund based credit facility shall be supported by a certificate issued by any Nationalized/Scheduled Bank with whom the bidder has banking facilities. If the bidder has banking with more than one Bank, then the available liquid assets balance mentioned above on a particular date i.e., as on the date of issue of Notification for Inviting Tender (NIT) or later date before submission of the bid shall be the same date for all the banks. In case of Fund based credit facility, the certificate issued by the Nationalized/ Scheduled Bank duly mentioning sanctioned limits, funds utilized so far and balance available as on the date of issue of Notification for Inviting Tender (NIT) or later date before the submission of the bid shall be uploaded.
III. Others:		
6	Any Bidder from a country which shares a land with India will be eligible to bid in this tender only if the Bidder is registered with the Indian Competent Authority. (As per Government Order no: FD 455 Exp-12/2020 dt: 25.08.2020). A certificate for having read the clauses is required to be submitted/uploaded by the Bidder separately in the following format: ***"I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfils all***	Scanned copy of **Self-declaration on Notarized stamp paper of Rs.500/-** as per the format in the bid document shall be uploaded. If the Bidder from a country which shares a land with India, Registration certificate issued by the competent authority shall be uploaded. Self-declaration shall clearly indicate the tender enquiry number and date on which declaration is done.

	requirements in this regard and is eligible to be considered". *Where applicable, evidence of valid registration by the Competent Authority shall be attached.)*	
7	The Bidder must not have defaulted in providing services against any Government Department (State and Central Government) or PSUs or Private Company as on the last date of submission of Bid.	Self-declaration by the Bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.
8	The Bidder must not have been blacklisted by any Government Department (State and Central Government) or PSUs or Private Company as on the last date of submission of Bid.	Self-declaration by the Bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.

Note: 1. Clarification to the Sl. No. 7 above are as follows

"Bidder (including the term tenderer', Consultant or service provider in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" for the purpose of this Order means: -

a) An entity incorporated, established or registered in such a country; or
b) A subsidiary of an entity incorporated, established or registered in such a country; or
c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
d) An entity whose beneficial owner is situated in such a country; or
e) An Indian (or other) agent of such an entity; or
f) A natural person who is a citizen of such a country; or
g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

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I. The beneficial owner for the purpose of above clause will be as under:

(i) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person (s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation-

a) "Controlling ownership interest" means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company;
b) "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
c) (ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

(iii) In case of an un-incorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

(iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

(v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

1.7 Contract Period

a) The total contract period for Comprehensive Annual Maintenance Contract of Passive Components at BESCOM Data centre, HSR Layout, Bangalore for 2 (Two) years from the Date of issue of Detailed work award (DWA)/Letter of Award (LOA).

b) The contract may be extended for one more year on mutual agreement at the same CAMC prices.

1.8 Bid Submission

1.8.1. Instructions regarding KPP portal

1. The bid is to be quoted online through e-auction in the Government of Karnataka "Karnataka Public Procurement (KPP) portal" on **https://kppp.karnataka.gov.in only.**
2. Bidders, who have not registered in the KPP portal, may do so by registering through the above website. A non-refundable Tender processing fee as

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determined by the above said procurement platform shall be payable electronically by the Bidders at the time of submitting Bids.

3. The Bidders can access bid documents on the web site and participate in the e- Auction within the stipulated time and date as per auction notice details through above portal only.
4. Bidders shall attach scanned copies of all the certificates pertaining to the qualifying requirements as mentioned in the eligibility criteria and any other certificates as required in the tender, which are mandatory.
5. The Bidders shall furnish the original certificates for verification whenever required to the BESCOM authorities, failing which the Bidder will be disqualified.
6. Conditional bids, incomplete bids, bids without EMD, bids not properly uploaded, and bids submitted late will be rejected.
7. Date and timestamp of the portal shall be final in deciding the time and date of submission of bid through e-Auction. Decision of the Company in this regard is final and must be accepted by all the Bidders.
8. The Bidders shall quote in Indian Rupees only.
9. Bids shall be submitted through above portal only.
10. The Bidder shall upload documents to satisfy qualifying requirements, EMD, Declaration form, proof of address wherever necessary, pollution controls board authorization /certificate whenever required and other statutory requirements.
11. The EMD furnished by the Bidders will be forfeited in case the Bidder withdraws the offer during the validity or violates any clause stipulated in the bid.
12. The prospective Bidders shall upload all the relevant documents along with the bid.
13. The validity of the bid shall be 180 days from the last date of bid submission.
14. Corrigendum / Modification / Corrections, if any will be published in the portal website only, for any clarification on e-procurement, request for e-procurement training, Bidders can contact HELP DESK at +91-8046010000.

Note: The above Notification is subject to changes from time to time. Prospective Bidders are requested to contact the authorized person / office indicated in the Notification for the authentic prevailing version. The Management does not take any responsibility for any consequences arising out of any acts or forbearance on the part of the third parties on the basis of the above Notification.

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1.8.2. Procedures

1. The Bids along with prescribed documents as per annexures shall be submitted through KPP portal and the Bidders are requested to familiarize themselves with the procedure of E-Procurement thoroughly before submission of Bids.
2. Mere issue/downloading of Bid Document does not qualify any Bidding firm for appointment. The Bidders who do not comply with the eligibility Criteria mentioned in the Tender Notification/Bid document will be rejected.
3. The submission of Bidders implies that they have read and understood the contents of Tender Notification and the Bid document.
4. The Authority reserves the right to accept/reject all or any of the Bids without assigning any reasons.
5. Conditional quotes/ Bids are not acceptable.
6. The declaration given by the Bidders is found false on verification, the offer of such Bidder will be discarded and not considered for evaluation and legal action will be initiated against such Bidder who has submitted the false declaration.

SECTION II: INSTRUCTIONS TO BIDDERS

2.1 Instruction

BESCOM on behalf of Bangalore Electricity Supply Company Limited ,invites tenders vide BESCOM/2026-27/SE0469 in two parts (Technical Bid and Price Bid) through KPP portal https://kppp.karnataka.gov.in Comprehensive Annual Maintenance Contract of Passive Components at BESCOM Data centre, HSR Layout, Bangalore for Two years. And extendable for one more year on mutual agreement at the same CAMC prices.

2.2 Cost of Bidding

The Bidder shall bear all costs and expenses associated with preparation and submission of its bid including post-bid discussions, Technical bid and other presentations etc., and BESCOM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.3 Understanding of Bid Documents

A Bidder is expected to examine all instructions, forms, terms and specifications in the Bid documents and fully inform himself so as to all the conditions and matters which may in any way affect the scope of work or the cost thereof. Failure to furnish all information required by the Bid document or submission of a Bid not substantially responsive to the Bid document in every respect will be at the Bidder's risk and may result in the rejection of its bid.

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2.4 Language of Bid

The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

2.5 Currencies of Bid

Bidders may express their bid price in Indian Rupees only. Price Bid in any currency othe than INR will be treated as non-responsive and hence will be rejected.

2.6 Bid Validity

Bids submitted by Bidders shall remain valid for acceptance for 180 calendar days from the last date of Bid submission .

a) A Bid valid for a shorter period may be rejected by the Purchaser as being non-responsive.

b) In exceptional circumstances, the Purchaser may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by cable or telex or fax).The earnest money deposit provided under Clause 2.7 shall also be suitably extended. A Tenderer may refuse the request without forfeiting its earnest money deposit. A Tenderer granting the request will not be required nor permitted to modify its tender.

2.7 Earnest Money Deposit (bid guarantee)

a) The bidders shall pay 1% EMD against amount put to tender through any of the payment modes mentioned in the KPP portal for payment of EMD.

b) Earnest money deposited by unsuccessful bidder/tenderers will be returned as soon as possible after the tender has been finalized.

c) EMD of successful bidder will be refunded after fulfilment of security deposit clause/Performance Guarantee clause.

d) The deposit towards EMD as above shall not carry any interest. Permanent EMD will not be considered.

2.7.1 The bid guarantee may be forfeited

1. If a Bidder withdraws / modifies its bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. In case of a successful Bidder fails to sign the Contract or furnish the Agreement within the prescribed date or
3. In case of a successful Bidder fails to furnish the bank guarantee.

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2.7.2 E-payment modes for Tender Processing Fee

The supplier/contractor should pay the Tender Fee in the KPP portal using any of the following payment modes:

1. Credit Card
2. Direct Debit
3. National Electronic Fund Transfer (NEFT).

2.8 Deadline for Submission of Bids

Bids must be uploaded in the KPP portal on or before the date specified in "Key Eventsand Dates" (in para 1.3) section of the document or the KPP portal. BESCOM may, at its discretion, extend this deadline for the submission of bids by amending the Bidding Document, in which case all rights and obligations of Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.9 Modification and Withdrawal of Bids

a) The Bidder may modify or withdraw its bid after the bid's submission provided that written notice of the modification or withdrawal is received by Purchaser prior to the deadline prescribed for submission of bids.
b) No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder.
c) Bid Form withdrawal/modification of a bid during this interval may result in the Bidder's Forfeiture of its bid security.
d) In KPP Portal Contractor has the option of withdrawing the Bid by digitally signing to withdraw/cancel bid before the bid submission time /Date.

2.10 Format of Bid

a) The bids shall be uploaded in the KPP portal, on or before the last date and time of submission of bids. Bids not submitted through KPP portal and non-submission of EMD will be disqualified.
b) The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the bid.
c) All the documents in support of qualifying requirements and all necessary documents shall be scanned and uploaded in the KPP portal.

2.11 Contents of Tender Document

a) The services required, bidding procedures, contract terms, etc. are prescribed in the Tender Document. Bidders are expected to examine all instructions, terms & conditions, specifications, annexures, forms and other information in the Tender Document. Failure to furnish any or all information as required or

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submit a Bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the Bid.

2.12 Bidder to obtain his own information

a) The Bidder shall for all purposes deemed to have independently obtained all necessary information for the purpose of preparing his Bid. The correctness of the details given in the Tender Document is for guideline information only, to help the Bidder prepare his Bid. The cost of visiting the sites shall be borne by the Bidder. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not providing services in strict conformity with scope and special conditions of the contract.

2.13 Clarification on Tender Document

a) If the prospective Bidder finds discrepancies or omissions, in specifications and document or is in doubt as to the true meaning of any part, he shall at once make a request, in writing, for an interpretation/clarification, to Purchaser. The Purchaser, then, will issue interpretation(s) and clarification(s) as he may think fit in writing.

b) A prospective Bidder requiring any clarification on the RFP Document may submit his queries, in writing, at the mailing address and as per schedule indicated in "Invitation for Bids/ Key events and dates". The queries must be submitted in the following format only to be considered for clarification.

Sl. no.	Section no./ Clause no.	Page no.	Description/Reference/ Subject	Clarification Sought

c) The queries not adhering to the above mentioned format would not be responded. BESCOM will respond to any request for clarification to queries on the Tender Document, received not later than the dates prescribed in Invitation for Bids/ Key events and dates. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the KPP portal. Responses will be uploaded by the Purchaser in the portal to any request for such clarification of the Bidding Document. Verbal clarification and information given by Purchaser or his employee(s) or his representative(s) shall not in any way be binding on Purchaser.

2.14 Amendment of Bidding Document

a) At any time prior to the deadline for submission of the Bids, Purchaser may, for any reason, at its own initiative modify the Tender Document by issue of an

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addendum/corrigendum.

b) In addition, Purchaser may issue addendum/corrigendum to the Tender Document to make/reflect amendment(s) in terms & condition or Scope of Work specified in this Tender Document.

c) Any such addendum/corrigendum will be made available at the Karnataka KPP portal website. No separate other communication in this regard shall be made with any Bidder. It will be the responsibility of the Bidder to regularly visit the website to keep themselves updated on such changes.

d) No clarification obtained through verbal communication by the Bidders from any officer, agent or employee of the Purchaser or any staff of the BESCOM IT Consultant will be deemed as addendum/corrigendum to the Tender document.

2.15 General Instruction for Bid Preparation

a) The Bidders are advised to submit their Bids complete in all respect. The Bidder shall submit a comprehensive list of attached forms/declarations/certificates etc. in response to Tender Document.

b) The Scope of Work specified in this Tender Document shall be executed strictly in accordance with the conditions specified in the RFP and other conditions specified in various sections of this Tender Document. If any of the aforesaid condition is not clear to a Bidder, clarification may be sought from the Purchaser as per the provisions of clause 2.13 (Clarification on Tender Document).

c) The Bidders must accept all the conditions specified in the Tender Document to facilitate early finalization of Bids. Separate set of commercial conditions (such as Bidder's standard printed conditions) enclosed with the offer and any reference there to may prevent the Bid from being considered by the Purchaser.

2.16 Preparation of Bid/Proposal

a) Bidder shall submit one Bid. If, Bidder submits more than one Bid such Bids shall be disqualified.

b) The Bid/Proposal as well as all related correspondence exchanged by the Bidders and the Purchaser shall be written in English language, unless specified otherwise.

c) In preparing their Bid/Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Bid/Proposal.

d) The Technical Bid/Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.

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2.17 Financial Bid/Proposals

a) The Financial Proposal shall be directly entered in the KPP portal. It shall list all costs associated with the Assignment/Job, including the various deliverables costs and taxes. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

b) Bidders are to Enter/Key-In the bid price directly in the KPP portal of GoK, in the financial bid section. This is as per the GOK Circular: **ಸುತ್ತೋಲೆ ಸಂಖ್ಯೆ: ಆಇ** 165 **ವೆಚ್ಚ**-12/2017 dated 21/3/2017. As per the circular only the price entered/keyed-in the portal is to be considered for bidding purpose and no document uploaded as financial bid is to be considered.

c) Bidders should not upload the Price bid form in the portal in technical or financial section (there is no provision for upload in financial section of portal.). If bidder uploads financial bid in the technical section such bids will be summarily disqualified.

d) The prices quoted should be firm.

e) The bidder must quote in Indian Rupees (in INR) only. Bids in currencies other than INR would not be considered and the bid will be rejected forthwith.

f) The prices offered shall be on a fixed price basis inclusive of GST and should not be linked to the foreign exchange or any other variable.

g) The prices offered should be inclusive of all the deliverables mentioned in Scope of work of section Special Conditions of Contract.

2.18 Right of Purchaser to Accept or Reject Bids:

a) The Purchaser reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

b) The right to accept the Bids in response to this Tender Document will rest with the Purchaser. The Purchaser further does not bind himself to accept and reserves the authority to reject any or all the Bids received without assigning any reason whatsoever.

2.19 Bid Opening

a) The e-procurement system allows the Purchaser to download and open the e-submitted bid files from bidders only after the time for opening the bids. The technical bids will be opened as per dates given in the KPP portal.

b) The price bids of all the qualified technical responsive bidders shall be opened after completion of successful Technical evaluation.

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c) The e-submitted bids must be readable through open standards interfaces. Unreadable and or partially submitted bid files shall be considered incomplete and rejected for further bid evaluation.

2.20 Bid Evaluation

a) **The evaluation process of the tender, proposed to be adopted by the Purchaser is indicated under this clause.**

2.20.1 Evaluation of Techno –commercial Bid

1. The Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be considered for Technical evaluation.
2. Documents and required forms uploaded by the bidders as part of the Pre-Qualification criteria will be opened and evaluated for compliance in this stage of evaluation.
3. Only those Bidders who meets all the pre- qualification criteria stated in this RFP, shall be considered for Technical Evaluation of Bidder. BESCOM will review the documents of the bidder. Evaluation shall be on the basis of technical specifications and documents provided by the Bidder.
4. Any deviation to the technical specification will be treated as disqualified.

2.20.2 Evaluation of Financial Bid

1. The Financial Bids of techno-commercially qualified bidders will only be opened.
2. Only fixed price commercial bids indicating total price for the deliverables specified in this bid document will be considered.
3. Prices shall be quoted in Indian Rupees, inclusive of all statutory charges, duties and GST etc. both in figure and words rounded to one rupee.
4. Any conditional bid would be rejected.
5. No escalation of cost is allowed during the validity of the contract period.
6. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the lowest amount will be considered”.
7. If there is no price quoted for the deliverables, the bid shall be declared as disqualified.
8. The Financial Bids would be evaluated based on the overall price quoted by the Bidder as in Price Bid form. The evaluation would be based on L1 criteria only. The Bidder who quotes the lowest price as per the Form:6 shall be considered as L1.

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2.21 Negotiations

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. However, BESCOM reserves the right to negotiate price before awarding the contract.

2.22 Award Criteria

The Successful bidder will be issued Letter of Intent (LOI) by BESCOM. Within 15 days of issue of LOI, the bidder should comply with the following requirements:

- Submit duly signed acceptance letter to LOI.
- Submit Performance Bank Guarantee for 5% of Contract Value.
- Contract agreement along with SLA on a non judicial stamp paper to BESCOM (The value of Stamp paper will be specified by BESCOM).
- Non-Disclosure Agreement (NDA) (BESCOM will issue draft NDA to bidder).
- Once all the above documents are submitted, a Detailed Work Award (DWA) will be issued by BESCOM

2.23 Right to Accept/Reject Any or All Bids

Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser's action.

2.24 No Commitment to Accept Lowest or Any Tender

BESCOM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. BESCOM will not be obliged to meet and have discussions with any bids, any or to listen to any representations.

2.25 Notification of Award

Prior to the expiration of the period of bid validity and extended validity period, if any, Purchaser will notify the successful Bidder in writing by registered letter or fax/email, that its bid has been accepted.

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SECTION III: GENERAL CONDITIONS OF CONTRACT (GCC)

3.1 Bid Prices

a) Unless otherwise specified in the Scope of Work, Bidders shall quote for the entire Services on a Single Responsibility/ Turnkey basis such that the total Bid price covers all the obligations of the Bidder mentioned in or to be reasonably inferred from the Tender Document in respect of providing the entire product/services. The total price quoted by the bidder should be inclusive of GST.

b) Bidders are required to quote the price for the required items as per Scope of Work specified in RFP.

c) Bidders shall give the prices in the manner and detail as asked for in the Price Bid given in price bid form failing which the Purchaser shall reserve the right to assume/extrapolate the prices for the item/services for which the price has not been quoted and the same will be binding on the Bidders. Responsibility for including all applicable taxes, duties and levies in the Bid lie with the Bidder and the Purchaser shall not be responsible for any error/omission on the part of the Bidder.

d) The taxes, duties and levies in the form of Goods and Services Tax (GST) shall be indicated by the Bidder in the Price Bid given in Form 6 of section 6 and shall be quoted as the rates in force as on seven (7) calendar days prior to the last date of Bid submission as mentioned in event sheet.

e) The price shall be inclusive of GST. BESCOM will not pay any other taxes, whatsoever in respect of this contract. Any increase in the tax should be absorbed by the firm during the contract and any reduction in the tax should be passed on to BESCOM.

3.2. Performance Guarantee

a) Upon issue of LOI by the Purchaser, the Successful Bidder is required to furnish the Performance Guarantee of 5% of the total contract value, in the form of Bank Guarantee (BG) issued by Public Sector Nationalized Bank or Scheduled Commercial bank in India which is valid up to 90 days after the end of contract period. The successful bidder shall submit the Performance Bank Guarantee (PBG) to BESCOM within in 15 days from the date of issue of LOI. Performa as per form 5 of section 6 in the RFP shall be followed.

b) The proceeds of the Performance Bank Guarantee (PBG) shall be payable to the Purchaser as compensation for any loss resulting from the Bidder's failure to successfully complete its work/obligation under the Contract.

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c) The Contractor shall cause the validity period of the Contract Performance Guarantee to be extended for such period(s) as the Contract performance may be extended pursuant to clause covered in this document. As and when an amendment is issued to the order, the Contractor shall within fifteen (15) calendar days of the receipt of such an amendment, furnish to the Purchaser an amendment to the PBG rendering the same valid for the order as amended. The PBG and/or any amendment there to, shall be executed in accordance with Indian laws in which the same is executed by the Party competent to do so. On satisfactory performance and completion of the order in all respect, the PBG will be returned to the Contractor.

d) All compensation or other sums of money payable by the Bidder to the Purchaser or recoveries to be made under terms of this Contract may be deducted from or paid by the sale of a sufficient part of the bidder's PBG or from any sums which may be due or may become due to the Contractor by the Purchaser on any account whatsoever. In the event of the bidder's PBG amount being reduced by reasons of any such deduction or sale, the Contractor shall within fifteen (15) calendar days thereafter make good in cash, bank drafts, any sum or sums which may have fallen short of PBG amount or any part thereof. No interest shall be payable by the Purchaser for the PBG amount deposited as security.

e) The PBG is liable to be invoked on demand of the Purchaser, for any breach under the Contract irrespective of any dispute or difference between the Purchaser and the Contractor, pending before any court, tribunal or any other authority. The decision of encashment by the Purchaser shall be final and binding on the Contractor.

f) The PBG shall be valid until the Contractor has successfully completed the Project in accordance with the Contract Agreement. The PBG shall be returned to the Contractor within ninety (90) calendar days after receipt of application for release of PBG along with the project completion certification issued by the Purchaser. No claim shall be made against the PBG after issue of the project completion certification.

3.3. Termination of Contract

3.3.1 Termination for failed delivery/incomplete services:

In case the service provider fails to complete the work within the contracted period or if found to have furnished misleading or false representations in statements and attachments submitted as proof of the qualifying requirement at a later date the Company shall exercise its discretionary powers on any or all the following:

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- to recover from the service provider/supplier, as agreed, liquidated damages or by way of penalty, the amount as per penalty clause above; and
- to avail the services elsewhere, after giving due notice to the service provider/supplier on account and at the risk of the Service provider/supplier
- to cancel the Contract order
- to forfeit the bank guarantee, if it has been submitted
- to black list or not to consider future offers for a specified period.

In the event the Purchaser terminates the Contract in whole or in part, pursuant to, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and vendor/bidder shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services.

3.4. Limitation of Liability

The bidder's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, or otherwise),shall be limited to the contract value provided, however this limitation shall not apply to any liability for damages arising from

- willful misconduct or
- indemnification against third part claim for infringement
- or tortuous liability arising out of misconduct or negligence or
- death.

BESCOM shall not be liable to the bidder in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract.

3.5. Force Majeure

a) Force Majeure means any event or circumstance or combination of events and circumstances including those stated below that wholly or partly prevents or unavoidably delays the BESCOM or the supplier in the performance of their obligation under this Contract, but only if and to the extent that such events or circumstances are not within the reasonable control, directly or indirectly, of the affected Party and could not have been avoided if the affected Party had taken reasonable care or complied with prudent utility practices.
    - Act of God, including, but not limited to lightning, drought, fire and explosion (to the extent originating from a source external to the Site), earthquake, volcanic eruption, landslide, flood, cyclone, typhoon, tornado, war embargo, or exceptionally adverse weather conditions which are in

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excess of the statistical measures for the last hundred (100) years, or
- Any act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, or
- Any event or circumstance of a nature analogous to any of the above.

b) Delay or non-performance by either Party here to cause by the occurrence of any event of Force Majeure shall not
- Constitute a default or breach of the Contract, or
- Give rise to any claim for damages or additional cost or expense occasioned thereby.
- If and to the extent that such delay or non-performance is caused by the occurrence of an event of Force Majeure.

c) The bidder or BESCOM shall not be liable for delay in performing his obligations resulting from any Force Majeure cause as referred above.

d) If either Party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances there of within fifteen (15) calendar days after the occurrence of such event.

e) The Party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such Party's performance is prevented, hindered or delayed. The Time for Completion shall be extended in accordance with clauses of RFP.

f) The Party or Parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect there of upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either Party's right to proceed as per the provisions under clauses of RFP.

g) If the performance of the Contract is substantially prevented, hindered or delayed on account of one or more events of Force Majeure during the currency of the Contract, the Parties will attempt to develop a mutually satisfactory solution, failing which the dispute shall be resolved in accordance with clauses of RFP.

3.6. Termination for Insolvency

The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

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3.7. Termination for Convenience

a) The Purchaser, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

b) BESCOM reserves the right to terminate the contract, wholly or partially, by giving written notice to the successful bidder in the event of failure to provide services as per the terms and conditions of the RFP, repeated non-compliance with SLA requirements, delay in attending faults/breakdowns, poor performance, submission of false information, insolvency, or breach of contractual obligations.

3.8. Settlement of Disputes

3.8.1. Mutual Consultation

If any dispute or difference of any kind whatsoever shall arise between the BESCOM and the successful bidder in connection with or arising out of the Contract including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the Project - whether during the progress of the Project or after their completion and Whether before or after the termination, abandonment or breach of the Contract –the parties shall seek to resolve any such dispute or difference by mutual consultation. In the first instance, the reference of any such dispute/difference shall be made to the GM (ICT&MIS)-BESCOM. If the parties fail to resolve such a dispute or difference by mutual consultation, then the dispute shall be referred in writing by either Party to the Adjudicator, with a copy to the other Party.

3.8.2. Adjudication

a) The Adjudicator shall give its decision in writing to both parties within thirty (30) calendar days of a dispute being referred to it. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the BESCOM or the bidder within sixty (60) calendar days of such reference, the decision shall become final and binding upon the BESCOM and the bidder. Any decision that has become final and binding shall be implemented by the parties forthwith.

b) Should the Adjudicator resign or die, or should the BESCOM and the bidder agree that the Adjudicator is not fulfilling its functions in accordance with the provisions of the Contract; another Adjudicator shall be jointly appointed by the BESCOM and the bidder as Adjudicator under the Contract. Failing agreement between the two within thirty (30) calendar days, the Adjudicator shall be appointed under the Contract on the request of either Party by the Appointing

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Authority. The Adjudicator shall be paid fee plus reasonable expenditures incurred in the execution of his duties as Adjudicator under the Contract. These costs shall be divided equally between the BESCOM and the bidder.

3.8.3 Arbitration

a) All disputes or differences in respect of which the decision, if any, of the Project Manager and/or the Head of the Implementing Authority has not become final or binding as aforesaid shall be settled by arbitration in the manner provided herein below:

b) The arbitration shall be conducted by three arbitrators, one each to be nominated by the Contractor and the Employer and the third to be appointed by both the arbitrators in accordance with the Indian Arbitration Act. If either of the parties fails to appoint its arbitrator within sixty (60) days after receipt of a notice from the other party invoking the Arbitration clause, the arbitrator appointed by the party invoking the arbitration clause shall become the sole arbitrator to conduct the arbitration.

c) The language of the arbitration proceedings and that of the documents and communications between the parties shall be English. The arbitration shall be conducted in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The venue of arbitration shall be Bangalore.

d) The decision of the majority of the arbitrators shall be final and binding upon the parties. In the event of any of the aforesaid arbitrators dying, neglecting, resigning or being unable to act for any reason, it will be lawful for the party concerned to nominate another arbitrator in place of the outgoing arbitrator.

e) During settlement of disputes and arbitration proceedings, both parties shall be obliged to carry out their respective obligations under the Contract.

SECTION IV: SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

4.1	The Purchaser's country is: The Union Of India
4.2	The Purchaser is: Bangalore Electricity Supply Company Ltd.
4.3	The web-site is **https://kppp.karnataka.gov.in only** The details regarding the RFP (Bid) process shall be available on the same. The eligible bidders should visit the website from time to time and get the status updates. All

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	details uploaded on the website from time to time shall be deemed to have been provided to all the bidders.
4.4	The language shall be: English
4.5	For notices, the contact details shall be: THE GENERAL MANAGER (ICT & MIS), BANGALORE ELECTRICITY SUPPLY COMPANY LTD., BELAKU BHAVANA, CORPORATE OFFICE, K R CRICLE, BANGALORE -560001, KARNATAKA . Email: gmit@bescom.co.in Contact: 080-22261911
4.6	The governing law shall be: Laws applicable in exclusive jurisdiction of the High Court of Judicature at **Bangalore**, India and all courts subordinate to its exclusive Jurisdiction.
4.7	The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for resolution to the formal mechanisms, described below (The date of commencement of the dispute shall be taken from the date when this clause reference is quoted by either party in a formal communication clearly mentioning existence of dispute or as mutually agreed): a. The mechanism for resolution of disputes for bidders shall be in accordance with the Indian Arbitration and Conciliation Act of 1996. The Arbitral Tribunal shall consist of 3 (Three) Arbitrators. Each Party shall nominate an Arbitrator and the two nominated Arbitrators shall mutually agree and nominate a third Presiding Arbitrator. b. The place for arbitration shall be **Bangalore, Karnataka.**
4.8	The price adjustment shall be: The bidders may please note that the prices are upward/downward Adjustable. Purchaser reserves the right to review and negotiate the charges payable at any time to incorporate downward revisions as applicable and necessary, including due to lowering of any applicable taxes, duties and any other statutory levies. Prices shall not be subject to any upward/downward revision on any account whatsoever throughout the period of contract. Provided that any revision in taxes, statutory levies, duties which is not occasioned due to any change in

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	place, method and time of supply or non-performance / non-fulfilment of any condition of any exemption considered by the bidder at the time of proposal, shall be considered for price adjustments. The utility reserves the right to increase or decrease the contract value subject to the limit of 25%. It is clarified that this increase or decrease of 25% shall not entitle either party to claim revision of the unit price of the services.
4.9	**General terms and conditions of Payment Schedule** 1. All payments shall be made centrally at IT section of BESCOM in favour of the Bidder. 2. Bidder needs to ensure completion of all works before submitting the invoice and approved only after the particular activity is completed. In case even part of the work is pending payment for that activity shall not be made. 3. The detailed terms of payment are as per the clause 5.6 to 5.9. 4. Cost has to be mentioned as per prescribed formats only. 5. Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or service rendered by bidder is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the bidder, till such work/ service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the Purchaser under this contract.
4.10	The currencies for payments shall be in Indian Rupees (INR).
4.11	The Performance Security paid, shall be in the form of Bank Guarantee issued by a Scheduled Indian Bank as notified by Reserve Bank of India. The Bidder shall submit Performance Security of 5% on the Total Contract value to be valid for 90 days beyond the completion of contract period.

SECTIONS V: SCOPE OF WORK

- The Scope of CAMC shall be widely divided into 2 components.
- CAMC of Non-IT Equipments in DC.
- Data Center Operation Management.

5.1 CAMC of Non-IT Equipments in DC

- Successful bidder shall be responsible for carrying out Comprehensive Annual Maintenance Contract (CAMC) for the list of non-IT items mentioned in the RFP. Successful bidder shall be required to undertake end to end services.

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- The term Comprehensive means bidder will diagnose, repair/replace the faulty items/ component/ peripherals/ software installed using its own resources and equipments within given time frame to make system operational.
- All tools & tackles and spare parts required required to maintain the system shall be arranged.
- Repairs/replacements of Water piping & accessories, Ducting, Dampers, Duct lining, grilles, False ceiling, any kind of masonry/structural will fall under the scope of the bidder.
- The Bidder shall conduct regular visual inspections of the premises and systems covered under Equipment list.
- The Bidder shall respond to all calls and provide 24 x 7 emergency support onsite service.
- The Bidder shall attend immediately to any breakdowns, faults or defects reported to them and take the necessary corrective actions to restore the service.
- Replacement of sheet metal parts.
- Replacement of any faulty units of AC Indoor & Outdoor is included in this scope.
- Changing any plastic material and Light fixtures consumables is included in the scope.
- Bidder must prepare detailed maintenance report for each maintenance activity carried out and report needs to be sent to BESCOM.
- The preventive maintenance services as well as breakdown services shall also be available after the normal working hours or on holidays.
- Any Preventive maintenance shall be carried-out after the normal working hours or on holidays.
- Any Breakdown/emergency works to be carried out as per the SLA clause.
- All the devices as per Asset list provided in this RFP 5.28 BoQ in the Data Centre as part of the physical Infrastructure (Non-IT) & related components shall be operated, monitored, maintained, and managed.
- The bidder shall carry out Periodical Maintenance after completion of all required rectifications under CAMC and upkeep all the equipment with 100% functionality associated.
- The bidder shall provide the operations and services (Comprehensive AMC) under the Scope of Maintenance, Support and Services (Non-IT& related components) at BESCOM Data Centre located at Bangalore to enable smooth and uninterrupted operations of BESCOM Data Center for a period of 24 Months on 24* 7 basis.

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- To carry out preventive maintenance within first week of quarterly cycle and to check all the component/equipment & its related electrical connections. Also, if required to carry out necessary repairs every three months.
- A logbook must be maintained wherein details of all the maintenance, active checks and repairs carried out by the Service Engineers/Service Staff and a counter signature should be obtained from BESCOM Engineer in-charge.
- Take PPM activity schedules and align with team for PPM activity.
- To attend any break down call on occurrence within as per SLA.
- This AMC will be comprehensive; therefore, Bidder will supply all the components and spare parts required for maintenance and repair without any additional charges to BESCOM.
- Failure of parts caused by wear and tear under their normal usage will be made good by the Bidder and replaced as part of this contract.
- The defective parts could be detected during the on-call service or scheduled service or during the preventive annual maintenance, The Bidder should provide the replacement with no additional cost to BESCOM.
- Incase if the equipments are in non-repairable condition, the bidder should submit the OEM authoriszation letter to BESCOM for the same.
- If any equipment is taken out of the DC by the bidder for any repair, same will be temporarily replaced by a service unit of similar kind by Bidder with prior information and approval from BESCOM stakeholders.
- The activities mentioned above are for reference purposes, however bidder should perform any additional maintenance activities that are required to keep the equipment and DC performance in optimal condition.
- Unless otherwise mentioned in the RFP documents, the work shall be done by the Bidder and therefore, their cost shall be deemed to be included in their RFP cost, whether specifically indicated in the schedule of work or not.
- The Bidder is responsible for the end-to-end support at the Data Center. The Bidder's cost should be comprehensive of all charges.
- All the jobs given to the Bidder shall be taken up on priority basis without any delay.
- If the job is delayed beyond the given schedule, penalty will be imposed as per the SLA defined in the contract.
- Bidder should deploy resources as mentioned in the RFP under resource allocation on 24*7 basis during the entire contract period.
- Bidder should provide support for all the equipments mentioned in the RFP and if

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missed to mention any equipments in the RFP (any Non-IT Component) Annexure section, the equipments will be part of support and maintenance under AMC.

- Operation & Maintenance of the site infrastructure should be done by the Vendor on a preventive basis meaning hourly/daily system checks should be carried out by the Vendor based on the criticality of the component to ensure smooth operation of all the systems and the corresponding reports should be maintained for verification by BESCOM.
- Any anomalies identified during periodic maintenance should be reported to BESCOM immediately and maintaince activity should be carried out without impacting any DC services.
- Any cost incurred during the O&M Contract period because of lapse at the Bidder's end will have to be borne by the Bidder and will be liable to further penalizations as deemed necessary by BESCOM.
- The Vendor should submit a comprehensive SLA Adherence Report along with corresponding documents.
- Bidder should submit a detailed reports for system availability threshold for individual items mentioned in SLA on monthly basis in hard & soft copy. Bidder should also submit a detailed report about the consumables and spares used monthly during the preventaive maintenance and during any other maintenance activities.
- Creation of documentation/ reports on Operational Procedure, which includes –
    - Standard Operating Procedures
    - Emergency Operating Procedures
    - Method of Procedure (MOP)
    - Safety Analysis of Method of Procedure (MOP)
    - Change Management Procedure
- Bidder shall submit Daily / Weekly / Monthly / Quarterly / Annual reports.
- Day-to-day operations of Data Centre as mentioned below of the Tender.
- Reporting of any violation of site works/access permission.

5.1.1 Scope of Services for Comprehensive Annual Maintenance Contract (CAMC)

a) Provide maintenance of all the critical systems and as per PM (preventive maintaince) schedule.

b) Bidder should provide technical solutions / suggestions based on the existing set up.

c) Bidder should intemate BESCOM about DC Service interruption that may occour

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during any maintenance activity. The Bidder should schedule the task accordingly so that the service interruption can be avoided.

d) Provide a single point of contact and comprehensive name list of all CAMC personnel. The list should include full contact details and shall be checked and updated on a quarterly basis (If any changes happen).

e) Bidder should identify and rectify any pest entry channels observed (for pests'/lizards/rats/insects etc) to prevent such pests from entering the protected areas where sensitive equipments are commissioned.

f) The Bidder must have back-to-back agreement with all OEMs whose equipments are hosted at DC, regarding technical support and supply of spare parts as and when required. All the activities will be perfomed under the guidance of the OEMs and on critical requirements/major change request the agreement OEMS to be present onsite for support.

g) Bidder must carry out the Preventive & reactive maintenance of BESCOM DC non-IT infrastructure /components. This includes carrying out the necessary repairs and replacement of parts wherever needed to keep the service & operation levels of the non-IT equipment of BESCOM DC in tune with the requirements of SLA.

h) The Bidder should not conduct any major maintenance activity during the normal office hours (i.e. 10 am to 6 pm on weekdays) so as to prevent any disruption at BESCOM DC.

i) The Bidder should inform BESCOM DC In-charge minimum 3 days prior to any major activities through email and over and take necessary permission for conducting the activity.

j) Preventive Maintenance should be carried out in every quarter, which includes: -

- Checking for any loose contacts in the cables & connections for the
- Respective infrastructure and equipment.
- Run diagnostics tests on respective infrastructure and equipment.
- Cleaning and removal of dust and dirt from the interior and exterior of the equipment.
- Ensuring that wiring is done as per the standard.
- Ensuring that wiring diagrams are updated whenever there are modifications.
- Ensuring the management of rack space equipment as needed.
- Ensuring that all Software, Tools, OEM Documentation (Knowledge base).
- Checking and listing all wear and tear of the equipment and site environment.
- Ensuring no flammable material is present. Clearing up any unnecessary

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items or spares.

- BESCOM DC operator needs to ensure cleanliness within BESCOM DC.

5.1.2 Maintenance of BMS Systems for Data Centre.

- Checking for operation of entire Fire Alarm System. Items related to Fire Alarm System will be repaired and replaced if required.
- Checking & cleaning up of Smoke Detectors. Replacement/repair if required.
- Checking for operation of entire Rodent Repellant System. Repair, replacement, if required.
- Checking of functionality of Hooters, Manual Call Points. Repair/replacement if required.
- Checking & Cleaning of Cameras & the systems associated with it. Repair/replacement of spares if required.
- Checking up of operation of Water Leak Detection System. Repair/replacement, if required.
- Give the operational feedback report of BMS system on quarterly basis.
- Checking VESDA filter and replacement, as and when required.
- Repair, replacement of BMS system related panel batteries, PCB's as and when required.
- New version of BMS software upgradation, If required.
- Periodical Thermal imaging checkups.
- Any hot spots in the Panel the same will be rectified.

5.1.3 Exclusions.

- If the discharge is due to fire in the Data Center and areas related to NOVEC discharge area, then refilling of Fire Suppression (NOVEC or FM 200) gas is not covered under current scope. However, if the discharge is due to leakage from the cylinders owing to poor maintenance or due to any other reason except for discharge due to fire, then refilling will be covered as a part of the scope of work.

5.1.4 Response Time

- Telephonic response will be immediate, for site intervention Max 2 - 4 hours from call login.

5.1.5 Maintenance of DG & AMF Panels

- Quarterly preventive maintenance visits for Engine Alternator, Panel Board and Synchronizing Panel.

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- B – Check shall be done after 300 hrs or after every 6 months whichever is earlier.
- C - Check Shall be done after 1500-5000 hrs or as per running hours.
- Supply of all maintenance consumables for B –Check and C-Check and lube oil including top up, Air filters alignment and any other consumables required are bron by the bidder.
- Repair and replacement of Water hoses, Fuel pipe, fan belts, safety, sensor, gauges, diodes, fuses, lamps, lugs for Engine Alternator & Control Panel, AMF & Synchronizing Panel, Air filters as and when required.
- Repairing will be done multiple times, but replacement will be done one time of PCC Unit, Self starter, Battery, charging Alternator, Battery Charger and AVR.
- To carry out periodic maintenance, troubleshoot in engine, alternator and control panel.
- Ensuring service levels agreed in the contract.
- Check the conditions of motors shaft & belts. Repair and replacement if required.
- Cleaning of radiator fins, water separator will be done as and when required.
- Coolant top up will be done as when required.
- Battery terminal, Clamp, External gasket will be checked, repaired, and replaced as and when required.
- Repair and replacement of External Rubber rings or Gasket, Drive Belt, Door Heinz.

5.1.6 DG-Major Repairs & Replacements

- Except for the above mentioned, consumables if required to make the DG workable, may be repaired /replaced on reasonably chargeable basis/market price.

5.1.7 Engine

- Repairs or Replacement of Radiator, Fan, Fan hub, Water Pump, Cylinder Head, Fuel Pump, Injectors, turbocharger, Diesel tank internal cleaning, radiator internal Cleaning, Alternator Resistance Value Major meant.
- Engine Major Repairs, Overhauling/ Top Overhauling.

5.1.8 Alternator

- Replacement or Re-Winding,reworking of Acoustic enclosure / canopy, fuel tank, Exhaust Silencer & Exhaust piping.
- Replacement of Breaker / Power Contactors, AMF controller, PLCs, Bus Bar & Power Cables, Relays, and Rotating Rectifier.

5.1.9 Response Time

- However, in case of breakdown of engine accessories, the authorized Service Engineer should attend to the problem within 2-4 hours, after receiving information

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over phone call.

5.1.10 Maintenance of Precision Air Handling unit

- Cleaning up of Unit, Air Filter, cooling coil & condenser coil. (If required with water). Air filter shall be replaced. Cooling coil and condenser coil will be repaired.
- Cleaning of Humidifier bottle, electrodes, water supply strainer and drain inside the machine. Humidifier bottle, electrodes, water supply strainers will be replaced and repaired if required.
- Checking of drive belt & replace if required.
- Lubrication of bearings will be done if necessary.
- Checking for operation of Unit, Controller & Condenser. Replacement/repair of controller if required. Repairing of condenser and units will be done several times.
- Measurement of current individual equipment.
- Check all the overload relay settings and set as per requirement for normal operation.
- Check all electrical components for loose connections and tightening if necessary.
- Checking refrigeration piping for any gas leakages. Repair, replacement if required.
- Checking refrigeration system and pressure readings and set as per requirement for normal operation.
- Checking pulleys, Motor mounts, and Condenser fan mounts etc. Repair, replacement if required.
- Checking panel insulation, temperature readings. Repair, replacement of panel insulation if required.
- Checking of Microprocessor controllers for operation. Repair, replacement if required.

5.1.11 Response Time

- Telephonic response shall be immediate, for site intervention Max 2 - 4 hours from the call login.

5.1.12 Any Other Item not Specifically Included in above Scope

- RESPONSE TIME: Telephonic response shall be immediate, for site intervention.
- Max 2 - 4 hours from call login.

5.1.13 Checking & Refilling of all Portable Fire Extinguishers.

- Yearly checking of all the portable fire extinguishers & refilling of fire extinguisher placed in the DC only.

5.1.14 Exclusions

Damage of cylinder or empty after using cylinder will not be considered for checking & refilling.

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5.1.15 Maintenance of Checking Earthing / Grounding

- The Bidder should ensure that proper Earthing has been done inside the Data Centre for the entire power system and Provisioning should be there to earth UPS systems, Power distribution units, and AC units etc. strictly as per IEEE guidelines so as to avoid a ground differential. BESCOM would provide the necessary space for the dedicated. Earthing pits at the site.
- All metallic objects on the premises that are likely to be energized by electric currents should be effectively grounded.
- The connection to the earth or the electrode system should have sufficient low resistance in the range of 0 to 1 ohm or lesser than possible to ensure prompt operation of respective protective devices in event of a ground fault, to provide the required safety from an electric shock to personnel & protect the equipment from voltage variations which are likely to damage the equipment.
- Recommended levels for equipment grounding conductors should be very low impedance level less than 1 ohm.
- Earth resistance shall be automatically measured on an online basis at a preconfigured, interval and corrective action should be initiated based on the observation.
- The automatic earthing measurements should be available on the UPS panel itself in the UPS room.
- The bidder shall check the Earthing in the Data center to maintain the earthing values as per the Data Centre standards and submit the relevant documents to BESCOM.

5.1.16 Maintenance of Chiller

- Periodical inspection and preventive service of Chillers.
- Attending breakdown calls and trouble diagnosis.
- Checking of Chiller refrigeration circuit of Air-Cooled Chillers, condensers, and their respective Compressor and starters.
- Health check up of the System including Spare part replacement (Labor) if any parts found faulty at the time of maintenance by the Service Eangineer and shall also maintain its sufficient spare parts of the chiller.
- Checking / rectifying of alignments of couplings in direct driven components.
- Checking the Chiller operation, System operating Pressures, Temperatures, Input Voltage and component amps etc.,
- Water cleaning of condenser coil fins in air cooled condenser if required.
- Bidder shall carry-out the Descaling, Compressor repair, coil brazin as per the schedule.
- Necessary quantity of Gas and Oil shall be maintained in stock at site for emergency

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support.

- Spares parts are included subject to manufacturing defects & inclusive of RA filters, Humidifiers, Oil Gas, Filters, Pumps VFD Driver in this contract.

5.1.17 Maintenance of UPS and Battery

- If Battery Breaker tripping, bidder shall check the healthiness of the battery and if found faulty the same shall be repaired with assistance of OEM. Incase its beyond repair, OEM report shall be submitted to BESCOM for replacement of battery.
- If the UPS is unable to transfer load on to the parallel UPS (Redundancy Failure) and if the UPS is tripping on High temperature conditions and any other issues bidder need to attend the same if found faulty the same shall be repaired with assistance of OEM and to be informed to BESCOM.
- Under the Comprehensive Annual Maintenance Contract (CAMC), the bidder shall be fully responsible for preventive, corrective, and breakdown maintenance of the data center UPS and battery systems to ensure high availability and reliable performance of critical non-IT infrastructure. The scope shall include diagnosis, rectification and replacement of faulty components related to issues such as battery breaker tripping, UPS load transfer failure to parallel UPS, redundancy failure, high-temperature tripping and failures of critical components including control cards, IGBTs, SCRs, power modules, wire-wound components and wire harnesses.
- The bidder shall carry out routine preventive maintenance including cleaning of UPS and battery units, visual inspection for overheating, deformation, corrosion, insulation damage, and loose connections, as well as health checks of major internal assemblies. Electrical parameters such as input, output, DC voltage, and current shall be checked and adjusted wherever required, along with calibration and verification of control settings on PCBs and electronic cards. Tightness of all electrical and control connections shall be checked during planned shutdowns wherever feasible.
- The bidder shall perform functional checks of the rectifier, inverter, static switch, bypass path, battery charging circuit, and protection logic. Subject to customer approval, the bidder shall conduct operational tests including UPS transfer, battery discharge, redundancy verification, and generator interface testing. Additional inspections shall include air filters, snubber boards AC and DC capacitors, harmonic trap filter currents, internal wiring condition, fuses, connectors, and all power terminations for signs of wear, overheating, or discoloration.
- The bidder shall measure, calibrate and record all key operating parameters including input, output, and battery voltages and currents, low-voltage power

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supply levels and diagnostic alarm histories. The detailed service reports, test records, and maintenance observations shall be submitted after each visit, along with recommendations for any corrective actions. The bidder shall also verify dedicated earthing and bonding connectivity and carry out necessary rectification or upgrades where required.

- Overall, the bidder shall provide end-to-end comprehensive maintenance support, including repair/replacement of defective parts within the agreed timelines, to ensure the UPS and battery systems remain safe, reliable, and fully operational throughout the contract period.

5.1.18 Maintenance of Data Centre Deep Cleaning

- Once in a year deep cleaning shall be carried out by the bidder to maintain optimal Data Center performance.
- After the year of deep cleaning performed by the bidder, BESCOM in charge should be notified, BESCOM has right to validate the deep cleaning.

5.1.19 Sub-Floor/Plenum

- Cleaning should begin with Subfloor/Plenum area. The specific steps to take ensure the subfloor/plenum are cleaned properly.
- Remove accessible floor panels once at a time by hand to reach the subfloor areas. Once you have access to all reachable stringers, pedestals and panel edges use lint-free and static dissipative wipes to remove all particulate from the floor panels.
- **Note: Take great care to remove floor panels in a systematic order to give access to as many stringers, pedestals and panel edges as possible.**
- Vacuum all sub-floor areas, (plenum, floor pedestals, and subfloor framing) giving special attention to each perforated air panel area, without disrupting cabling or hardware. Move systematically through the data center, beginning at the farthest end of the room, moving in a side-to-side manner to ensure that all floor tiles are removed and cleaned.
- Wipe floor pedestals and subfloor framing with the staticide chemical solution.
- Clean/vacuum the surface of any electrical junction box and metal electrical coax or grey power cables, taking care not to disturb the cables.
- Clean/vacuum all computer room air conditioner (CRAC) water lines, support pipes, and metal plates in front of CRAC units.
- During cleaning, collect any loose parts, screws, or mechanical items and give them to a member of the on-duty ISD operations staff.

5.1.20 Floor

At the completion of the Subfloor/plenum, ensure all floor tiles are replaced and conduct the floor cleaning as described below.

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- Use HEPA vacuum to remove all dirt and particulate from raised floors.
- Use anti-static wipes and Staticide non-conductive cleaner to deep clean floor tile surface to remove all dirt, film, spots, scuffs, adhesives, etc. Re-apply cleaner multiple times if necessary to restore tile as much as possible to the original color.
- Mop all floor surfaces with a PVA mop and a neutral/anti-static/non-conductive cleaner to remove spots, scuffs, adhesives and residue. Great care should be taken to minimize the amount of liquid used on the floor surfaces to prevent seepage to the plenum below.

5.1.21 Surfaces

Surface Cleaning – to be performed after Floor Cleaning is complete.

- Clean all hard surfaces, including storage cabinets, ledges, racks, shelves, monitors and support equipment.
- Wipe hardware with a non-residue anti-static chemical solution (server cabinets, disk storage cabinets, PDU's, UPSs, and air conditioners.) Do not wet clean any servers, computers, printers, power distribution units or display panels.
- Vacuum high ledges, light fixtures, and generally accessible areas.
- Clean/vacuum all CRAC water lines, support pipes, and metal plates in front of CRAC units.
- Clean surfaces of all work surfaces, desks, and tape racks by vacuuming and/or wiping with anti-static cleaning solution, taking care not to disturb small parts that may be on work surfaces.
- Clean all exterior hardware surfaces including inlet and outlet grilles of server cabinets with HEPA-filter vacuums. Wipe with an anti-static cleaning solution and anti-static cloth.

5.2 Data Centre Operation Management

a) Bidder shall provide manpower Personnel to be deputed in Alternate Shifts for Smooth Operation for 24/7.

b) The objective of this service is to undertake operation, troubleshooting, reporting, documentation & security services etc of all Non-IT Systems indicated as a part of this RFP.

c) Bidders shall provide detailed works to be carried out by the Staff deployed during the shift duites.

d) Detailed work shall be document of below mentioned documentation:

- Standard Operating Procedures for each Equipment.
- Emergency Operating Procedures for each Equipment.

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- The Method of Procedure for each activity is either Preventive,
- Breakdown or Predictive maintenances.

e) Bidder shall provide the monitoring and management of the non-IT assets in the Data Centre.

f) Regular analysis of events and logs generated in all the sub - systems including but not limited to UPS, PAHU, DG and Chillers.

g) All above procedures should have safety guidelines, risk involved with rollback action for each activity to be performed in the Data Centre.

h) Change Management Process: Any changes shall be incorporated with prior approval from BESCOM.

i) Weekly/Fortnightly/Monthly Uptime Reports to be submitted to BESCOM.

j) To carry out the Preventive & reactive maintenance of Data Centre (DC) infrastructure/ components including carrying out the necessary repairs and replacements of parts wherever needed to keep the service & operation levels of the DC Infrastructure in tune with the requirements of the SLA.

k) To ensure availability of the Data Centre (DC) Infrastructure like Power, Cooling, CCTV, Access Control, Smoke/ Fire detection and Suppression system and other peripheral equipment installed at the Data centre.

5.2.1 Manpower Requirement:

Sl No	Non-IT Manpower	Minimum Qualification & Experience
1	FMS Supervisor	B.E. /B. Tech in Electrical or equivalent with 2-4 Year's experience including minimum 2-year experience in Data Centre Non-IT Operation Management of Non-IT services.
2	FMS Support Staff	Diploma in Electrical/ EEE or higher qualification with 2+ years of experience including minimum 1 years experience in Data Center BMS enviornement.

Note:

1. All the above-mentioned employee's qualification and Certifications will be verified by BESCOM/TPA/Consultant after award of the contract. The same will be verified by Engineer in-charge by BESCOM/TPA (assigned) on time-to-time basis during the Operation and Maintenance phase of the bidder.
2. Upon finding any deficiency in any of the profile parameter, may reject any of the manpower by giving 15 days time, which the bidder must replace the resource within the time frame.

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The resources will be deployed on shift basis manner. In case any team member is on leave the bidder has to arrange the alternate resource and proactively inform the BESCOM with credential details and take necessary approvals.

5.2.2 Roles and Responsebilities

1. FMS Supervisor

- FMS supervisor should have in depth knowledge about maintaining the passive components of the Data Center.
- Continuously monitoring system performance, analyzing data, and implementing optimizations to improve energy efficiency, equipment performance, and operational reliability.
- Supervisor should have knowledge about connectivity of different passive components with BMS and should maintain the inventory of the spare parts available at the DC.
- Weekly/Monthly/Quarterly Monitoring reports need to be submitted to BESCOM for review.
- The Supervisor should plan and perform regular preventive maintenance activities required to keep the passive equipment in the best condition.
- The supervisor should generate Monthly reports from the BMS server about the equipment status and downtime for every month.
- Threshold limit for BMS need to capture and report need to be generated and submitted to BESCOM.
- FMS supervisor should follow the Operational Procedures which include:
- Standard Operating Procedures.
  Emergency Operating Procedures.
  Method of Procedure (MOP) .
- Safety Analysis of Method of Procedure (MOP)
- Change Management Procedure
- All the sensors and connectors associated with BMS need to be periodically checked and report of the same need to be captured.
- The spares inline for sensor and connectors etc which can be easily rectified should be made available within and documented as consumable doc.
- The FMS supervisor should Oversee the maintenance schedules, routine checks, and repairs of facility systems to prevent downtime and maintain optimal performance of the Data Center.
- The FMS Supervisor should be able to identify and resolve certain complex technical issues related to facility systems promptly, collaborating with technical teams to

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rectify problems and minimize disruptions.

- The FMS Supervisor should maintain comprehensive documentation of system configurations, maintenance logs, and ensuring compliance with industry standards, safety regulations, and best practices.
- The FMS supervisor should be operable in liaising with vendors, contractors, and service providers for procurement, installations, and specialized maintenance, ensuring quality service and adherence to standards.
- Supervising the efficient flow of maintenance and repair work orders thoroughly followed up by the FMS supervisor and report to BESCOM on day-to-day basis.
- Covering for absent staff, especially in the case of emergency and should be notified to BESCOM stakeholders with an alternate equivalent resource through an email.
- Coordinating with respective equipment OEMs for service and maintenance during breakdown.
- Ensuring the data center's building infrastructure works efficiently, such as the cooling and heating, electricity, and other non-IT systems.
- In case of major work being done in BESCOM Data Center or during critical situations, must be available on-call and if needed physically present in Data Center as needed.
- Supervisor will be responsible for providing end-to-end maintenance activities for the below-mentioned DC Components and not limited to any other DC passive component activities.
    1. DG Set
    2. UPS Battery
    3. PAHU
    4. AC
    5. Earth Pits
    6. Rodent Repellent
    7. NOVEC
    8. Fire alert system
    9. CCTV etc.

2. FMS Support Staff

- FMS support staff should be multi skilled personnel, Degree/Diploma in Mechanical / Electrical Engg/Fire Safety, Air Conditioning
- Experience: Minimum 2 years experience with at least 1-year experience in support of BMS system.

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- Good Communication skill able to interact with vendors.
- Support staff should have on-site experience in Datacentre environment including hands on experience.
- The FMS support staff should have complementary skills to cover all aspects of BMS Must be able to speak/read/write Kannada.
- Day to day operations of Data Centre, BESCOM.
    1. Services required for installing additional equipment's or any repaired items such as checking availability of physical space, spare power and cooling capacity.
    2. Check of Physical inventory.
    3. Performing Maintenance activity for DC passive components.
    4. Authorization of Access Control of personal working inside data center.
    5. Requirement of fuel to be informed to authorized BESCOM personnel.
    6. Daily Log sheets.
    7. CCTV backup creation and storage.
    8. Removal and Re-fixing for false floor tile for any maintenance under floor.
    9. Daily incident review.
    10. Site walk-through verification of system functionality.
- Monitor BMS system parameters to ensure optimal Data center operations such as temperature, power consumption etc.

5.2.3 Daily Routine checks

- Services required for installing additional servers such as checking availability of physical space, spare power and cooling capacity.
- Service required for removal of servers.
- Check Physical inventory.
- Authorization of Access Control of personal working inside data center.
- Requirement of fuel to be informed to authorized BESCOM personnel.
- Daily Log sheets.
- CCTV backup creation and storage.
- Removal and Re-fixing for false floor tile for any maintenance under floor.
- Daily incident review.
- Site Walk Through verification of system functionality.
- Monitoring & reporting of Electrical & HVAC system during DG operation.
- PM of electrical panel and DG auxillaries Equipments & their history card updating.

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- Updation of energy meter reading logbook.
- Earth pit resistance Testing.
- Check all electrical and DG control panels, Battery charger equipments working normally.
- Check all HVAC and electrical equipment after power failure or changeover.
- A check of a DG sets.
- Lubricant & coolant stock inventory management.
- Record of all energy meters at DG PCCM, Govt EM & Panel EM for comparison.
- Testing of parallel operation of DG sets as per schedule.
- Test run once a week if DG is not operational for continuous 7 days.
- Panel Multi Functional Modules readings to taken.
- A check of a DG sets, PPM and other activity.
- Panel MFM readings pertaining to DG operations.
- Report on every day-to-day activity and also in the event of any major/minor breakdown which would adversely impact business operations.
- Responsible for Identifying energy savings opportunities and make recommendations to achieve more energy efficient operation.
- Analyze energy usage data (UPS, CHILLER, TRANSFORMER etc).
- Conduct energy audits to evaluate energy use, costs, or conservation measures.
- Monitor and analyze energy consumption.
- Conduct jobsite observations, field inspections, or sub-metering to collect data for energy conservation analyses.
- Inspect or monitor energy systems, including heating, ventilating, and air conditioning (HVAC) or daylighting systems to determine energy use or potential energy savings.
- Implementation of Site Improvement plan.
- Enery Conservation Measure Tracker updatation.
- AC & DC PDU readings and Temp/Humidity report.
- Manual Temperature readings utility, Data center and Telecom rooms.
- Event logs and Temp. Reports.
- BMS Daily Reports and updation of reports.
- To note down the Ambient Temperature on hourly basis.

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- Updation of BMS energy Meter Reading at 24:00, 08:00, 16:00.
- CCTV Recording Availability check and Backup of camera Recording.
- Documentation of all System.
- Updation of Snag tracker & co-ordination with Vendor Team for rectification and keep track for the remaining work.
- Updation of O&M Tracker & complaint tracker.
- Co-ordinate with the OEMs for service obligations.
- Co-ordinate and monitor to carry out PPM of DG Sets, HVAC, UPS, SMPS, Transformer and Batteries and updating of history cards / service cards. History cards update post completion of maintenance for the concerned equipments.
- Power Quality monitoring for 200 KVA UPS and DG output for 4 hours: 6 Locations. Power Quality monitoring at Transformer output for 4 hours: 3. locations.

5.2.4 Operation and Maintenance of Non-IT Infrastructure.

- Ensure availability of the Data Centre Infrastructure including but not limited to Power, Cooling, CCTV, Access Control, Fire detection and suppression systems, Rodent Repellent systems, Water leak Detection Systems and other components included as part of physical Infrastructure related services. Visit to Data Centre can be facilitated on request, if required
- Material inward/ outward control as per policies set by the BESCOM Security Policies.
- Issuing access control to IT team as per approval from BESCOM Data Centre incharge
- Reporting incidents and submission of Reports (through Mail/Phone) to BESCOM Data Centre In charge. Vendor Co-ordination for various Infrastructure components of the Data Centre.
- CCTV footage is to be kept for meeting legal, regulatory IT polices compliance requirements. The record retention period shall be as per policies defined by BESCOM.

5.2.5 Power Availability

The bidder should ensure high availability for power on 24x7x365 basis.The UPS system should assure the Data Centre equipment with continuous power at a solution uptime of 99.75% and with redundancy available up to the load end. The diesel generator sets (DG sets) should take the load in the absence of power supply.

5.2.6 Temperature Requirements

The environment inside the Data Centre needs to be continuously maintained at 20 ± 2 degrees centigrade. It is advised that the temperature and humidity be controlled at desired levels. The necessary alarms for variation in temperatures are to be monitored on a 24x7 basis and logged for providing reports.

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5.2.7 Cooling equipment Operations

Cooling equipment provides sensible cooling capacities at design ambient temperature & humidity with adequate airflow. The PAHU and other cooling equipments should be effectively monitored.

5.2.8 CCTV

CCTV Systems covering the entire Data Center internal as well as external. The Critical area of the Data Centre along with the non-Critical area needs to be under constant video surveillance. The primary objective of a CCTV system is to ensure effective surveillance of the area and create a record for post event analysis. The CCTV system provides an on-line display of video images on monitor. The entire setup should be monitored from the control room on 24x7 basis.

5.2.9 Access Control System, proximity & Biometric.

The objective of the Access Control System is to allow entry and exit to and from the premises to authorized personnel only with controller to BMS server interface. Access controls are provided through doors. These doors are with electric locks and operate on failsafe principle. The lock remains unlocked in the event of a fire alarm or in the event of a power failure.

The access to IT personnel is to be provided as per approval and monthly reports to be generated based on the access details.

5.2.10 Water Leak Detection system

The water leak detector is to detect any seepage of water into the critical area and take appropriate action for such incidents. The Bidder should repair and maintain the equipments as per requirement.

5.2.11 Rodent Repellent System

The entry of Rodents and other unwanted pests shall be controlled using non-chemical, non-toxic devices as an emergency measure when the rodent repellent system is not effective.

The Bidder should perform quarterly check for the proper working of the system and perform repair and maintenance as per requirement.

5.2.12 Fire Detection and Alarm System

Fire can have disastrous consequences and affect operations of a Data Centre. The early detection of fire and employing means for automatic suppression of the fire is important for effective functioning of a Data Centre.

5.2.13 Gas based Fire Suppression System

Monitoring and maintaining the Fire Suppression Systems.

5.2.14 Gas VESDA Vey Early Smoke Detector Apparatus

Operation and maintenance of VESDA system.

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5.2.15 Data Centre Service Management

Manage and monitor Diesel level requirements at its full capacity of the DG Set. Prevent the contamination of diesel-by-diesel bug or any other microorganisms. Diesel is consumable item, which shall be provided by BESCOM. The AMC vendor to notify through an email on the requirement of the Diesel at least 3 months prior. Vendor to coordinate with the Diesel service providor for timely delivery.

Any Spares and consumables except Diesel related to DG Set has to be provided by vendor with no charges BESCOM.

5.2.16 Details of Items/BOQ (Bill of Quantity)

SL. No	Equipments	Rating	Qty	Make	Model	Serial no	Specification	Installation date
1	UPS-1	200 KVA	6	RIELLO	MHT-200KVA	1703PMHT0000608	415V,200KVA/180KW, 50HZ,280A 3 PHASE	15/03/2017
2	UPS-1	10 KVA	2	SENTINEL POWER	SPH10KVAER	ME33CSPH0001081	230V 1 PHASE,50HZ,10000VA/9000W,46A	15/03/2017
3	PAHU-01	12TR	2	SWEGON BLUEBOX	DATATECH OCW 55 CO	SB10053818	–	20/03/2018
4	PAHU-03	5TR	2	SWEGON BLUEBOX	DATATECH OCW 30 CO	SB10053820	–	20/03/2018
6	PAHU-01	23TR	6	SWEGON BLUEBOX	DATATECH UCW 100	SB10016717	415V,50HZ,43A,1000Kpa/10Bar	13/11/2018
7	DIESEL GENERATOR-1	750KVA	3	PERKINS	SP750 SILENT	SW34161703750-25	415V,750KVA/600KW, 50HZ,3 PHASE	20/03/2017
8	DG OUTCOMING-01 ACB	1250A	3	SCHNEIDER	MVS12N			20/03/2017
9	DG OUTCOMING-01 ACB	1250A	2	SCHNEIDER	MVS12N			20/03/2017

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10	NOVEC-1230 GAS CYLINDER	88KG	8	NOVEC	CM/L-1731145	B2J120B3847		
11	CHILLER	75TR	3	SWEGON BLUEBOX	Tetris 27.4	SB10017272	415V,50HZ,195A,4500/2600 Kpa,45/26Bar	13/11/2017
12	Primary Pump-1,2&3	6HP	3	ARM STRONG	4E04B34...AM	IUC3917		13/11/2017
13	Pump - 1,2,3&4	1HP	4	Comptron	MINI PACIFIC II	PHPEC016021		13/11/2017
14	BMS	1	1	BOSCH	LBB11990/00			
15	BMS Server Rack C11 ProLiant DL180 Gen9	_	1	Hewlettpacard Enterprise Server 1	_	SGH625W76B	2U	07/06/2021
16	BMS Server Rack C11 ProLiant DL180 Gen9	_	1	Hewlettpacard Enterprise Server 2	_	SGH626XOK7	2U	07/06/2021
17	BMS Server Rack C11 ProLiant DL180 Gen9	_	1	EMERSON(Temperature Monitoring)	_	-	1U	07/06/2021
18	BMS Server Rack C11 ProLiant DL180 Gen9	_	1	EMERSON(Temperature Monitoring)	_	-	1U	07/06/2021

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19	BMS Server Rack C11 ProLiant DL180 Gen9	_	1	HUAWEI (BMS networking Switch)	_	-	1U	07/06/2021
20	BMS - Monitoring PC - ProLiant ML150 Gen9 - BMS MONITORING PC	_	1	Hewlettpacard Enterprise	HPE 860121-375	SGH816XBP5		
21	WLD System	_	1	SYNOPSYS TECH PVT LTD	JE3523	10734		
22	FAS Panel	_	1	SIEMENS	FHD2002-R3	16242136		
23	VESDA System	_	1	VESDA VLP	VLP-002	B8860447		
24	ACCESS CONTROL - Honeywell	_	5	Honeywell	PRO3000	16110700127		
25	RODENT REPELLENT - RRS	_	6	R-Scat	Je1Z12	212		
26	Network Switch	_	1	CISCO(CCTV) at BMS room	SG350-28P	DNI2215022E		

5.2.17 Manpower Requirement

Sl No	Position/Designation	Qualification	Experience	No of resources
1	Supervisor	B.E (IT/Electircal)	2-4 Years	01
2	Shift Engineer	Diploma	2-4 Years	04

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		(IT/Electrical)		
3	Data Center skilled Security	-	-	04
4	House Keeping	-	-	01

5.3 Deliverables

The Selected Bidder has to submit the following along with the Quarterly Invoices to BESCOM:

- Daily/ Weekly/ Monthly report as per agreement and Bidder to send BESCOM for approval.
- Periodic Service / Preventive Maintenance Report.
- Resource Details with Experience, Skills in relevant field.
- Equipment Fault Report & System Uptime Report equipment wise.
- BMS System Log for complete Operation.
- Operations Report inclusive of Power Usage Effectiveness (PUE) computations (Average for the period/ Actual for the month).
- Inventory List of Work carried out if any.
- Maintaining Warranty & AMC Contract for each Work.

5.4 Reports

- Daily Report: Daily walk-through Report: Walk through report summary for the equipment functionality, any abnormality identified during the last 24 hrs, shift logbook extract. Daily log sheet: A logbook should contain the power log, cooling log and summary extract report.
- Weekly Report: Weekly Review Report: Energy Consumption Report, Access Report of any unauthorized report, CCTV Backup Record.
- Monthly Report: Monthly key performance indicators (KPI) Report, PUE Report of Data Centre, Electrical Energy Consumption Report, Inventory Verification Report, Change Management Report, Monthly Incident Report, Logbook extract summary report, SLA compliance reports.
- Quarterly Report: Preventive Maintenance Planning and Actual Performance, Summary Report of Break-fix for last quarter, Quarterly KPI Report, Vendor Performance Report, Data Centre Power and Cooling Performance Report, Summary of Inventory Change Records (server removal and additions), Uptime Report, Network Port Used and Spare Report.

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- Annual Reports: Annual Report for Preventive Maintenance Planned and Actual, Summary of Break-fix for last one year along with it's RCA, plan of avoidance, reporting for repetition of similar incident, Vendor Performance Report, Uptime Report, System Performance Report for individual systems, Energy, Annual PUE, next year improvement plan, energy optimization plan, annual consumable report, next year consumable budget, preventive maintenance plan for next year, replacement / upgrade plan for any phased out item.
- Incident Report: Reports of any incident occurred in the last 24 Hrs along with it's RCA and plan to avoid such incident in future.

5.5 General support

General support for logging calls related to Infrastructure services and facilities for Data Centre such as Power, Air conditioning, related network communication, Cleanliness/ Upkeep, Fire protection, Access control etc. which falls under the purview of the bidder shall be provided on a 24x7x365 basis.

- The offsite technical support required when the onsite support cannot resolve / troubleshoot a problem should be stationed in Banglore, preferably near the Data Centre site.
- Bidder must arrange for all the safety gears such as helmet, safety shoes, fire extinguisher, etc. while working on site.
- All the backup of data should be taken before replacement / upgrade of hardware such as DCIM/BMS, CCTV, Access Control, DCIM and restored to original after the completion of upgrade.
- The bidder shall assign onsite manpower resources on a 24x7x365 basis to provide/commit all necessary manpower resources onsite to resolve any issues/ incidents and carryout required changes, optimization, and modification.
- List of all activities carried out as preventive maintenance.

5.6 Terms of Payment

- The selected bidder should submit the Invoice quarterly and terms of Payment will be strictly based on the terms of Service Level Matrix defined in "Scope of Work". Successful work completion report from concerned IT-official must be enclosed with the Invoices.
- Upon delivery of the quarterly invoices payment shall be arranged by ICT&MIS Section subject to the following:
- The successful bidder/agency shall submit bill in duplicate along with the Submission of the Deliverables.
- The Invoices shall be certified by Manager(ICT&MIS), AGM(ICT&MIS), DGM(ICT&MIS) and countersigned by GM(ICT&MIS).

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- Compliance with contract terms, service levels, excess payments, and any applicable penalties will be assessed and deducted prior to release of payment. The payment shall be made after acceptance of the quarterly invoice submitted to BESCOM, and BESCOM will make the payment with subject to SLA-related deductions.

5.7 Vendor Management

- Quaterly review on the Health check-up of equipment listed in section 5.28 Details of Items/ BOQ with OEM personal/OEM authorized personal with Shift Engineers and BESCOM team.
- Comprehensive maintenance of complete system including replacement/repair of defective parts and systems during the contract period.

5.8 Payment Terms & Penalties

The payment schedule is as below:

Sl No.	Payment Method	SLA
1	Quarterly payment upon with Uptime and other formats pertaining to maintaince submitted to BESCOM	Penalty on quarterly payment will be as per SLA's. The total penalty in the particular quarter is capped at 10% of the Quarterly payment. BESCOM reserves the right to terminate the contract as per the terms and conditions of the contract, if there are more than 2 such occurrences in a year.

5.9 Service Level Agreement

SLA provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels.

The following set of Service Level Agreements (SLA) is defined for the supplied solution during the Operation & Maintenance period. These Service levels are defined as the minimum requirement.

These SLAs are associated with Non-performance Deductions clauses to have desired uptime availability and delivery of service to BESCOM. The Bidder will maintain logs for each of the Bidder and shall provide necessary reports which help ascertain the service levels and calculation of Non-performance Deductions.

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PART 1. SYSTEM AVAILAIBILITY

All Systems to meet the corresponding availability thresholds as defined in the below matrix

Sl.No	Item	Unit	Target	Severity	Penalty
1	Power Availability Including: • Panels and Distribution Boards • Diesel Generator (DG) Sets and all related sub-systems & equipment's Availability of Power will be measured up to the socket level across all areas within and around the building in scope of this CAMC Contract.	Uptime	>=99.98 %	-	No Penalty
			<99.98%>=99.00%	Moderate	0.25 % of the applicable quarter's CAMC charges
			<99.00%>=98.00%	High	0.5 % of the applicable quarter's CAMC charges
			<98.00%	Critical	Maximum 2 % of the applicable quarter's CAMC charges
2	HVAC (Heating, Ventilation & Air Conditioning System) Including: Split Air Conditioners PAHU Pecision Air handling units and all related sub-	Uptime	>=99.98%	-	No Penalty
			<99.98%>=99.00%	Moderate	0.25 % of the applicable quarter's CAMC charges
			<99.00%>=98.00%	High	0.5 % of the applicable quarter's CAMC charges
			<98.00%	Critical	Maximum 2 % of the applicable quarter's CAMC charges

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PART 1. SYSTEM AVAILAIBILITY

All Systems to meet the corresponding availability thresholds as defined in the below matrix

Sl.No	Item	Unit	Target	Severity	Penalty
	systems & equipment's				
3	IBMS (Integrated Building Management System) Including: • Access Control System • CCTV System • Fire Alarm System • Water Leak Detection System • VESDA System Fire Suppression System • VESDA System • Rodent Repeilent System • Building Management System • Public announcement System PAS and all related sub-systems & equipments	Uptime	>=99.98%	-	No Penalty
			<99.98% >=99.00%	Moderate	0.25 % of the applicable quarter's CAMC charges
			<99.00% >=98.00%	High	0.5 % of the applicable quarter's CAMC charges
			<98.00%	Critical	Maximum 2 % of the applicable quarter's CAMC charges

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PART 1. SYSTEM AVAILAIBILITY

All Systems to meet the corresponding availability thresholds as defined in the below matrix

Sl.No	Item	Unit	Target	Severity	Penalty
4	Consumables -I Refilling of all types of fire suppression gas cylinders (excluding Novec Cylinders) and replacement of any other lighting fixtures.	Days	<= 2 days		No Penalty
			> 3 days <= 5days	Moderate	0.25 % of the applicable quarter's CAMC charges
			>6days <=7 days	High	0.5 % of the applicable quarter's CAMC charges
			>8days <= 10days	Critical	Maximum 2 % of the applicable quarter's CAMC charges
5	Consumables - II Refilling of fire suppression Novec Gas Cylinders in case the gas is consumed due to maintenance failure at the DC site.	Days	>15 days	Critical	Maximum 2 % of the applicable quarter's CAMC charges
6	Civil work and minor repairs of electrical and Air-conditioning repairs without any disruption to operations.	Quaterly and need basis	T=4 days		No penalty
			>4 days		0.1% of the applicable quarterly CAMC charges for a delay of every day on an incremental basis a maximum 2 % of the total quarter's O&M charge.

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PART II : ISSUE REPORT & RESPONSE:

PART 2. ISSUE REPORT & RESPONSE

Identified by the O&M team or Reported by BESCOM or BESCOM designated representative.

Sl.No	Severity Level	Severity Definition	Component	Target	Penalty
1	Level 1 (Critical)	Multiple users impacted. Stops Business or Project System unavailable Business risk high	Response Time	01 hours	1.5% of the Quarterly Payment due for CAMC against every 1 hour of Delay
2	Level 2 (High)	Individual users affected. Potential business Impact Business risk is moderate or low	Response Time	04 hours	1% of the Quarterly Payment due for CAMC against every 1 hour of Delay
			Resolution Time	As per the corresponding item listed under Part 1. System Availability	
3	Level 3 (Moderate)	Minor business Impact Work exists. Business risk is low	Response Time	08 hours	0.5% of the Quarterly Payment due for CAMC against every 1 hour of Delay
			Resolution Time	As per the corresponding item listed under Part 1. System Availability	

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Quality of Operations Management Services

Requirement	Description	Penalty
Resource availability for Operations Management Services	Non- Availability of Manpower – In case the bidders personnel / Engineers do not come to work and no substitute is provided	The payment for that day for such personnel/engineer shall not be made (on principle of no-work, no payment on a pro-rata basis). Further reductions as per actual payment per day per person/engineer shall also be made as defined in the penalties clause of the SLApart.
Note-Quarterly CAMC Charges – As quoted by bidder, applicable for every quarter to bidder.		

5.10 Penalties

- Bidder will be given relaxation in the first quarter, and no penalty will be levied on account of non-performance. However, Bidder should ensure that Data Centre availability is maintained as much as possible.
- A penalty of 0.5% of contract value will be levied for each week delay in the delivery of the Support and services subject to maximum of 10% of the value of such good and services.
- If the penalty in any quarter is more than the Quarterly Maintenance & support service charges, the balance amount shall be adjusted in next Quarterly payment, if any, shall be deducted from Contract Performance Bank Guarantee (CPBG).
- The penalty will be capped at 10% of the contract value. If the Penalty exceeds 10% of Contract value BESCOM and 10% Of LD reserves the right to terminate the contract and encash the Bank guarantee.

5.11 Management Escalation Procedures & Contact Map

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure would mean that BESCOM and bidder management are communicating at the appropriate levels.

5.12 Escalation Procedure

Escalation should take place on an exceptional basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

Either BESCOM or bidder can initiate the procedure.

The “moving party” should promptly notify the other party that management escalation will be initiated.

Management escalation will be defined as shown in the contact map below.

Escalation will be one level at a time and concurrently.

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Contact Map

Escalation Level	BESCOM Representative with contact Details	Bidder* Representative with contact Details
Level 1: Project Manager		
Level 2: Project Director		
Level 3: Steering Committee		

Bidder shall provide information for the following:

a) Chief Executive Officer

b) Project Manager

c) Data Centre Manager

d) Team Members/ Engineers.

5.13 Right to Terminate

BESCOMs reserve the right to terminate the contract and forfeiting the PBG of the successful Bidder if the minimum SLA criteria are not achieved for a continuous period of 2 months the BESCOM has the right to terminate the contract.

5.14 Liquidated Damages

If the Supplier fails to deliver any or all of the Goods or perform the related services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the Goods or Related Services, supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual delivery or performance, subject to a maximum of 10% of total contract value.

5.15 Consortium

Consortium /Joint Venture is not Permitted in this Tender.

5.16 Exit Management

BESCOM reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned;

- Not withstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to BESCOM at the site.
- Knowledge Transfer: The Bidder shall provide necessary information, documentation to BESCOM or its designee, for the effective management and maintenance of the Deliverables under this contract. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for supporting the Services. Such documentation will be

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subject to the limitations imposed by bidders Intellectual Property Rights of this Agreement.

- Warranties: All the warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of BESCOM. The bidder shall execute any and all such documents as may be necessary in this regard.
- The parties shall return confidential information and will sign off and acknowledge the return of such confidential information.
- The bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the bidder agrees to provide all assistance and services required for fully and effectively transitioning the services provided by the bidder under the scope, upon termination or expiration thereof, for any reason whatsoever.

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Section VI: Forms

Form: 1 Bidder's Organization details *(To be uploaded on the Letterhead)*

Sl. No.	Particulars	Details
1.	Name of the Bidder organization	
2.	Address of the Bidder	
3.	Status of the Company	
4.	Details of Incorporation of the Company	Date:
		Ref. #
5.	Details of Commencement of Business	Date:
		Ref. #
6.	Valid Sales tax registration no.	
7.	Valid Service tax registration no.	
8.	GSTN Registration no.	
9.	Permanent Account Number (PAN)	
10.	Name & Designation of the contact person to whom all references shall be made regarding this tender	
11.	Telephone No. (with STD Code)	
12.	E-Mail of the contact person:	
13.	Fax No. (with STD Code)	
14.	Website	

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name: Company Seal

Address:

Place: Date

Form: 2 Declaration on not being blacklisted /defaulter

(To be submitted on the Letterhead of the Company)

To,

General Manager (ICT & MIS)

Bangalore Electricity Supply Company Limited,

Belaku Bhavan, Corporate Office, K.R Circle

Bangalore-560001, Karnataka, India.

Dear Sir,

Sub: "Comprehensive Annual Maintenance Contract (AMC) of Passive Components at BESCOM Data Centre for 2 years".

Ref: Tender enquiry No: BESCOM/2026-27/SE0469.

We confirm that our company is not blacklisted/defaulter for any fraudulent actions by BESCOM or by any state/central Government institution or any Public Sector Organization.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature

Name & Designation

For and on behalf of

(Name of Applicant or Bidder)

Company Seal:

Place:

Date:

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Form: 3 Declaration of Acceptance of Terms and Conditions in RFP

(To be submitted on the Letterhead)

To,

General Manager (ICT & MIS)

Bangalore Electricity Supply Company Limited,

Belaku Bhavan, Corporate Office, K.R Circle

Bangalore-560001, Karnataka, India.

Sub.: "Comprehensive Annual Maintenance Contract (AMC) of Passive Components at BESCOM Data Centre for 2 years".

Ref: Tender enquiry No: BESCOM/2026-27/SE0469.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document Tender enquiry no. Tender enquiry No: BESCOM/2026-27/SE0469 Comprehensive Annual Maintenance Contract (AMC) of Passive Components at BESCOM Data Centre for 2 years.

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Company Seal

Address:

Place:

Date:

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Form: 4 Letter of Proposal Submission *(To be submitted on the Letterhead)*

To,

General Manager (ICT & MIS)

Bangalore Electricity Supply Company Limited,

Belaku Bhavan, Corporate Office, K.R Circle,

Bangalore-560001, Karnataka, India.

Dear Sir,

We, the undersigned, offer our proposal for Comprehensive Annual Maintenance Contract (AMC) of Passive Components at BESCOM Data Centre for 2 years in accordance to the terms and conditions stipulated in RFP invited vide Tender enquiry No: BESCOM/2026-27/SE0469**.** We are hereby submitting our Proposal, which includes

a. Financial Proposal
b. Technical Proposal
c. Tender enquiry no
d. Bid processing fee of the prescribed amount (paid online as defined in the KPP platform)

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the price bid, specified in form 6. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Company Seal

Address:

Place: Date:

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Form 5 Performa for Contract Performance Guarantee

Performa for Bank Guarantee (For or Contract Performance Guarantee)

(To be stamped in accordance with Stamp Act, if any, of the Country of the issuing Bank)

Bank Guarantee no…… Date: / /

To,

General Manager (ICT & MIS)

Bangalore Electricity Supply Company Limited,

Belaku Bhavan, Corporate Office, K.R Circle

Bangalore-560001, Karnataka, India

Dear Sir,

In consideration of the…. *[Purchaser's Name]* ……. (Hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assignees) having awarded to M/s ……. *[Contractor's Name]* ……. with its Registered/Head Office at…… . (Hereinafter referred to as the 'Contractor'), which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees), a Contract by issue of the *Purchaser's* Letter of Acceptance no. ……. dated ……. and the same having been acknowledged by the Contractor, for ……. [Contract sum in figures and words] for ……. *[Scope of Work]* and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Five percent (5%) of the Contract Price of the aforesaid work under the Contract to the Purchaser.

We……. [Name & Address of the Bank]…… having its Head Office at…… (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context of meaning thereof, include its successors, administrators, executors and assignees) do hereby guarantee and undertake to pay the Purchaser, on demand any and all monies payable by

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the Contractor to the extent of .... (*) ..... as aforesaid at any time up to..... (@) ..... [days/month/year] without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantees herein contained shall continue to be enforceable till the Purchaser discharges this guarantee or till .....[day/month/year] whichever is earlier.

The Purchaser shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Contractor's liabilities.

Our liability under this Bank Guarantee shall not exceed .....

This Bank Guarantee shall be valid up to and including .....

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We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Purchaser serve upon Bank a written claim or demand within ninety (90) calendar days from the above mentioned expiry date of validity or, from that of the extended date.

Dated this…… day of …… 2026 at……

WITNESS

(Name)

……

……

(Signature)

(Name)

……

……

(Signature)

……

……

(Official Address) (Designation with Bank Stamp)

Attorney as per with Power of Attorney no……

Note: The Stamp paper of Rs.500/- value shall be purchased in the name of guarantee issuing Bank.

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Form 6: Banker's Certificate

ON BANKERS LETTER HEAD

……
……

FORMAT OF BANKER'S CERTIFICATE/ LINE OF CREDIT LETTER

[TO BE ISSUED IN THE LETTER HEAD OF BANK BRANCH]

Reference Number (SL No.) Place:

Date:

To:

[Name and Address of the beneficiary]

This is to certify that M/s. ……(name of the customer) having their registered/ administrative office at …… is a customer of our Bank and is engaged in ……(nature of activity). Their financial transaction with our Bank has been satisfactory. Therefore, we have extended credit facilities as below to meet their financial requirement towards the execution of the ……(brief details of work) as per the Loan Policy of the Bank:

SL No.	Type of facility	Amount in Rs. (As on date of issue of certificate)
(1)	Cash at Bank	Rs……
(2)	Term Deposits	Rs……
(3)	Fund based Credit facility (includes Overdraft)	Sanctioned Limit: Rs…..; Utilized amount: Rs…..; Available Balance amount: Rs…..

Note:- Date of the Certificate

Liquid Assets as on last date of previous month of tender inviting date or at a later date before submission of the bid.

Yours Faithfully,

BRANCH MANAGER

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Form: 7 Price Bid

The Total Contract Price should be entered/Keyed in the KPP portal in financial bid section. Please refer to section 2.17 of this document.

Bidders should not upload the Price bid form as part of technical Bid.If the price bid is uploaded the bidders will be disqualified.

The detailed price breakup for the Bill of Materials of the Price bid of the successful bidders shall be submitted in Hard Copy on the date of opening the Price bid to the Office of General Manager(ICT&MIS) as per the format below:

I. List of Equipments

SL.No	Equipments	Make	Model	Serial no	Qty	Unit Rate	GST	Total all inclusive cost for 1st year	Total all inclusive cost for 2nd year
1	UPS-1	RIELLO	MHT-200KVA	1703PMHT0000608	6				
2	UPS-1	SENTINEL POWER	SPH10KVAER	ME33CSPH0001081	2				
3	PAHU-01	SWEGON BLUEBOX	DATATECH OCW 55 CO	SB10053818	2				
4	PAHU-03	SWEGON BLUEBOX	DATATECH OCW 30 CO	SB10053820	2				
5	PAHU-01	SWEGON BLUEBOX	DATATECH UCW 100	SB10016717	6				
7	DIESEL GENERATOR-1	PERKINS	SP750 SILENT	SW34161703750-25	3				
8	DG OUTCOMING-01 ACB	SCHNEIDER	MVS12N		3				
9	DG OUTCOMING-01 ACB	SCHNEIDER	MVS12N		2				
10	NOVEC-1230 GAS CYLINDER	NOVEC	CM/L-1731145	B2J120B3847	8				
11	CHILLER	SWEGON BLUEBOX	Tetris 27.4	SB10017272	3				

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12	Perimary Pump-1,2&3	ARM STRONG	4E04B34...AM	IUC3917	3				
13	Pump - 1,2,3&4	Comptron	MINI PACIFIC II	PHPEC016021	4				
14	BMS	BOSCH	LBB11990/00		1				
15	BMS Server Rack C11 ProLiant DL180 Gen9	Hewlettpacard Enterprise Server 1	_	SGH625W76B	1				
16	BMS Server Rack C11 ProLiant DL180 Gen9	Hewlettpacard Enterprise Server 2	_	SGH626XOK7	1				
17	BMS Server Rack C11 ProLiant DL180 Gen9	EMERSON(Temperature Monitoring)	_	-	1				
18	BMS Server Rack C11 ProLiant DL180 Gen9	EMERSON(Temperature Monitoring)	_	-	1				
19	BMS Server Rack C11 ProLiant DL180 Gen9	HUAWEI (BMS networking Switch)	_	-	1				
20	BMS - Monitoring PC - ProLiant ML150 Gen9 - BMS MONITORING PC	Hewlettpacard Enterprise	HPE 860121-375	SGH816XBP5	1				
21	WLD System	SYNOPSYS TECH PVT LTD	JE3523	10734	1				
22	FAS Panel	SIEMENS	FHD2002-R3	16242136	1				
23	VESDA System	VESDA VLP	VLP-002	B8860447	1				
24	ACCESS CONTROL - Honeywell	Honeywell	PRO3000	16110700127	5				
25	RODENT REPELLENT - RRS	R-Scat	Je1Z12	212	6				

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26	Network Switch	CISCO(CCTV) at BMS room	SG350-28P	DNI2215022E	1				
Total									

II. Manpower cost:

Sl No	Position/Designation	Qualification	Experience	No of resources	Unit Rate	GST	Total all inclusive cost for 1st year	Total all inclusive cost for 2nd year
1	Supervisor	B.E Diploma (IT/Electrical)	2- 4 Years	1				
2	Shift Engineer		1-2 Years	4				
3	Data Center skilled Security		-	4				
4	House Keeping	-	-	1				
Grand Total in words and numbers(I + II)								

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Form 8: Bidder of a country which shares a land border with India

To,

General Manager (ICT & MIS),
Bangalore Electricity Supply Company Limited,
Belaku Bhavan, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Dear Sir,

This is to certify that I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)

Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Company/Firm

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Annexure: 1 Abbreviations

BESCOM	Bangalore Electricity Supply Company
DWA	Detailed Work Award
DC	Data Centre
EMD	Earnest Money Deposit
ESCOM	Electricity Supply Company
GM	General Manager
ICT & MIS	Information and Communications Technology & Management Information System
LOI	Letter of Intent
OEM	Origial Equipment Manufacturer
PO	Purchase Order
SLA	Service Level Agreement
TAC	Technical Assistance Center
PM	Preventive Maintaince
PPM	Planned Preventive Maintaince
PDU	Power distribution unit
UPS	Uninterupted Power Supply
PCC	Power Control Center
FMS	Facility Management System
PUE	Power usage efficiency

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